

Business Phone Services

Low-cost internet telephony: Local phone numbers and cheaper calls – even when working abroad.

Switch to Voice over IP (VoIP) and reduce your phone bills, make free VoIP-to-VoIP calls, and choose from inclusive multi user mobile minutes packages. Also access a host of VoIP related services, accessories and hardware. Easy to set up. Easy to manage. Perfect for use with Gradwell Broadband or your existing Internet set up.



Single User VoIP	<ul style="list-style-type: none"> • Pay As You Go. £4.00 per month • Unlimited UK Calls. £12.00 per month
Multi User VoIP (Hosted PBX)	<ul style="list-style-type: none"> • Pay As You Go. £8.00 per month • Unlimited calls from £16.00 per month • Mobile packages from £38.00 per month
Enterprise VoIP (Onsite PBX)	<ul style="list-style-type: none"> • Enterprise VoIP Inbound. From £4.00 per month • Enterprise VoIP Outbound. From £0.00 per month • Mobile packages from £30.00 per month
Other services	<ul style="list-style-type: none"> • VoIP Equipment, Number Porting (Keep My Number), Voice-to-Text, Call Forwarding and more.

Prices exclude VAT. Unlimited packages subject to Fair Use Policy.

Key features

You can keep your existing number and also benefit from our call forwarding and Voice-to-Text and Fax services.

- FREE internal and VoIP-to-VoIP calls on certain packages.
- Advanced, flexible voicemail.
- Fully featured PBX for a low monthly fee.
- Integrates with your existing phone system (Enterprise VoIP only).
- SIP and IAX compatible phone trunks (Enterprise VoIP only).
- Easy to install. Quick to set up.
- No expensive hardware investment.
- Unlimited and inclusive mobile minutes calls package also available.

“ We’ve seen cost savings on call charges and line rental since we reduced the number of BT lines, but retained the same capacity.

Alder Bridge Steiner-Waldorf School



Key benefits

- **Reduce costs:**
Approximately 20% lower telephony bills and free VoIP-to-VoIP calls.
- **Connect remote users:**
Phone extensions in multiple locations – users talk to each other for free.
- **One local phone number:**
In the office, at home and even abroad.
- **Easy set-up:**
No mess, no disruption – plugs into your existing Internet connection. Services active within the hour.
- **Room to expand:**
Unlimited call capacity with inclusive mobile minutes on certain multi user packages.
- **Seamless switch over:**
Keep your existing number.

Product summary

Your customers can reach you on one number, at home, in the office or even if you are abroad.



Business Phone Services

Phone Services	Single User VoIP (PAYG)	Single User VoIP (Unlimited UK Calls)	Advanced Multi User VoIP (PAYG)	Advanced Multi User VoIP (Unlimited UK Calls)	Premier Multi User VoIP (Unlimited INT'L Calls)	Enterprise VoIP Inbound (Onsite PBX)	Enterprise VoIP Outbound (PAYG)	Enterprise VoIP Outbound (Unlimited UK Calls)	Enterprise VoIP Outbound (Unlimited INT'L Calls)
Monthly	£4.00	£12.00	£8.00	£16.00	£33.00	£4.00	£0.00	£8.00	£25.00
Setup	FREE	FREE	£4.99	£4.99	£4.99	FREE	FREE	FREE	FREE
Included phone number	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*	UK and INT'L*
Concurrent calls per number	1	1	2	2	2	2	No limit	No limit	No limit
Internal extensions	1	1	10	10	10	N/A	N/A	N/A	N/A
Call packages	FREE VoIP-to-VoIP	FREE VoIP-to-VoIP	FREE VoIP-to-VoIP and internal calls	FREE VoIP-to-VoIP, internal & UK calls** (mobile minutes packages also available)	FREE VoIP-to-VoIP, internal & UK & INT'L calls** (mobile minutes packages also available)	N/A	FREE VoIP-to-VoIP and internal calls	FREE VoIP-to-VoIP, internal & UK calls** (mobile minutes packages also available)	FREE VoIP-to-VoIP, internal, UK & INT'L calls** (mobile minutes packages also available)
999 Emergency Services access	YES	YES	YES	YES	YES	Outbound required	YES	YES	YES
Free hardware	NO	VoIP adapter	NO	VoIP adapter	VoIP adapter	NO	NO	NO	NO
Min. contract length	3 months	3 months	3 months	3 months	3 months	3 months	3 months	3 months	3 months
Voicemail and notifications	YES	YES	YES	YES	YES	NO	NO	NO	NO
Call forwarding	YES	YES	YES	YES	YES	NO	NO	NO	NO
Online call logs and invoicing	YES	YES	YES	YES	YES	YES	YES	YES	YES
Customised CLI	YES	YES	YES	YES	YES	N/A	YES	YES	YES
Time of day routing	NO	NO	YES	YES	YES	NO	NO	NO	NO
Audio call conferencing	NO	NO	YES	YES	YES	NO	NO	NO	NO
IVR/Auto-attendant	NO	NO	YES	YES	YES	NO	NO	NO	NO
Music on hold	YES	YES	YES	YES	YES	NO	NO	NO	NO
Hunt call groups	NO	NO	YES	YES	YES	NO	NO	NO	NO
Supported protocol	SIP	SIP	SIP	SIP	SIP	SIP/IAX	SIP/IAX	SIP/IAX	SIP/IAX
Codecs supported	G711u , G711a and G729a***								

* Surcharges apply for International numbering. ** Landline calls to 01, 02, 03, 0870. *** G729 codec needs to be installed on your PBX. All phone services (inc Unlimited packages) are subject to Terms and Conditions and standard call charges. All prices exclude VAT. Range of hardware and accessories available.

Please visit www.gradwell.com/phoneservices for comprehensive, 'How To' guides and FAQs about all Gradwell products and services including **business bundles**. You can also read case studies and news articles about how other small businesses have benefited from using Gradwell's expertise.